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### **ADDENDUM 3**

**Date of Addendum: April 17, 2013**  
**Request for Proposal (RFP) 13-0209**

### **TRANSPORTATION OPERATOR**

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid or proposal response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with the initial bid or proposal response, or by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge this addendum will prevent the bid or proposal from being considered for award.

**This addendum DOES change the date for receipt of proposals. The new due date is hereby changed to May 1, 2013. The opening time and location are unchanged.**

The purpose of this addendum is address the balance of the various questions received from prospective responding vendors. The numbering scheme used is based on the order in which questions were received. **Addendum 1 provided the questions and responses within the numbering sequence that are not included in this addendum 3.** As a matter of confirmation, addendum 2 was issued to extend the proposal due date to April 24, 2013.

**Question 17:** Please provide the current wages and benefits for the staff.

**Answer 17:** This information is not readily available to the County

**Question 18:** Please provide current staffing for the organization.

**Answer 18:** This information is not readily available to the County

**Question 22:** Please provide a sample paratransit manifest.

**Answer 22:** The County has placed this information on the County webpage for this purchase as a separate download document for general information.

**Question 24:** Please indicate the current value of penalties assessed to the current provider per year of the contract for not meeting performance standards. Please also provide the value of incentives per year of the contract provided by to the contractor for meeting or exceeding performance standards.

**Answer 24:** No penalties have been assessed to the current provider. There have been no incentives provided to the current vendor. The Liquidated Damages provision is new starting with this contract.

**Question 28:** The table on page 7 of the Statement of Work shows the trips, hours and miles for the broad categories of services – LakeXpress and Lake County Connection. Please provide trips, revenue and non-revenue vehicle hours and revenue and non-revenue vehicle miles for the subcategories of Non-Emergency Stretcher Service and Deviated Fixed Route Service.

**Answer 28:** The information related to this inquiry that is readily available is as follows:

\$	15,697.74	401.07 Stretcher hours @ 39.14 per hour
\$	6,409.19	163.75 Paisley hours @ 39.14 per hour

**Question 29:** Does the number trips for Lake County Connection include personal care attendants and guests?

**Answer 29:** Yes

**Question 30:** Please provide the percent of personal care attendants and guests that are transported in addition to the eligible passengers.

**Answer 30:** Available data in this regard is as follows:

Past 6 months (October 2012 to March 2013)

65,135 eligible passengers	85%
10,824 attendants	14%
155 guest	less than 1 %

**Question 31:** What is the current cost per eligible passenger for TD Services?

**Answer 31:** See previous q/a # 16

**Question 34:** Please verify the definition of Platform Hour for use in pricing fixed route and deviated fixed route services is the NTD definition: “The time during which an operator operates the revenue vehicle in a) line service or in deadheading (including layover periods in the vehicle at a rest point) or b) for charter, contract, and special non-contract service, or is deadheading or laying over as a result of such service.”

**Answer 34:** That is the correct definition

**Question 35:** For the sake of the Pricing Section, are the terms Transportation Disadvantaged and Paratransit used interchangeably? If not, what is the breakout of trips between TD and Paratransit and should there be another line for paratransit costs? If there is another line, should paratransit cost be based on Trips or Hours?

**Answer 35:** The terms “Paratransit” and “Transportation Disadvantaged” are being used interchangeably.

**Question 36:** Please provide the current productivity of the paratransit service (eligible passengers per revenue hour).

**Answer 36:** Based on the information provided in the Scope of Work, page 7, the productivity value is 1.45 paratransit trips per revenue hour last year.

**Question 37:** Please provide the current percent on-time performance for both Fixed Route and Paratransit Services.

**Answer 37:** Fixed route 93.34% last year and Paratransit 95%, as reported by current vendor.

**Question 38:** Please provide the current percent of passenger no-shows for the Paratransit Services.

**Answer 38:** The present no show percentage is 5.78%. The County desires a lower number.

**Question 39:** Please provide Invoices for the last six months from the current Contractor.

**Answer 39:** The County has placed this information on the County webpage for this purchase as a separate download document for general information.

**Question 40:** Please provide a copy of the current, or most recent, labor agreement covering the incumbent Operators in the program, along with the contact information for the local union representative.

**Answer 40:** The County has placed the current Collective Bargaining Agreement (CBA), as provided by the current vendor, on the County webpage for this purchase as a separate download document for general information.

**Question 41:** Please provide the following information about the incumbent Operators:

- .....The number of full-time and part-time Operators, along with their hire dates or seniority.
- .....The current Operator wage scale and average hourly wage.
- .....A thorough description of the employees' benefits programs, including the name and summary of the current medical insurance plan(s) to include employee premium contribution amounts for each coverage choice, deductibles and co-pays, and the effective plan year or renewal date.
- .....Descriptions of any shift "premiums", lunch/break provisions, or other work rules that impact Operator productivity and resulting labor cost

**Answer 41:** Wage Scale info is included in the CBA (see q/a #40). None of the other information requested is readily available to the County.

**Question 42:** Please provide a list of non-driving positions provided by the incumbent provider, including any unfilled positions, and their salaries/wages.

**Answer 42:** This information is not readily available to the County.

**Question 43:** What is the address of the current local operating facility?

**Answer 43:** The current vendor's address is 1004 14<sup>th</sup> N. Street, Suite 106, Leesburg 34748

**Question 44:** How many of each type of employee currently works in the Call Center: Call Center Manager, Reservation Clerk, Dispatcher, Scheduler, Supervisors, Quality Control/Customer Service staff, any other employees? Please indicate if Call Center employees are represented by a Union?

**Answer 44:** The CBA is provided as stated in q/a #40. The balance of the requested information is not readily available to the County. Furthermore, the current staffing levels may not reflect the levels that are needed to fulfill the contract requirements.

**Question 45:** Please provide the average call volume to the call center per weekday, Saturday and Sunday and average month.

**Answer 45:** The current vendor has reported that the average daily call volume for the past 15 months has been 701 calls per day, Monday thru Friday. Saturday and Sunday numbers are not available. Responding vendors are encouraged to develop their own staffing standards based on trip quantities provided within the Scope of Work, page 7.

**Question 46:** Does the County provide the IVR system to be used by the Contractor?

**Answer 46:** No

**Question 47:** Will the County provide the daily pre-operation inspection forms for vehicle operations?

**Answer 47:** The County anticipates that the selected vendor will wish to utilize their own forms for this purpose, and will coordinate with the County in regards to final form and content.

**Question 48:** What is currently used as a mobile communication system?

**Answer 48:** The current vendor uses Nextel two-way communication radios.

**Question 49:** Does the County or the incumbent provider currently use an on-board camera system on its buses?

**Answer 49:** Yes, on the fixed route vehicles. The County is in the process of having them installed on the paratransit vehicles.

**Question 50:** Do the Fixed Route vehicles also have/use MDT/AVL equipment?

**Answer 50:** Automated Vehicle Location (AVL) equipment, Automatic Passenger Counters (APCs), Automatic Enunciation Systems (AES), and cameras are operational on the fixed route vehicles. The County is in the process of having Galaxy Tablets/(MDT's AVL) installed on the paratransit vehicles. We are exploring MDT for the fixed route fleet. Cameras will be installed in paratransit vehicles prior to contract award.

**Question 51:** Page 40 refers to the County's requirement regarding a travel training program. Does the County wish the Contractor to provide the Travel Trainer?

**Answer 51:** It is hereby clarified and confirmed that the contractor is to provide individual travel training on a case-by-case basis to potential fixed route riders. It is preferred by the County that the vendor use the optional case worker position for this function, but vendors may elect to provide for the service within their general capabilities and pricing. The estimated hours stated in the pricing tables for the case worker include time to perform this function.

**Question 54:** Does the incumbent drivers belong to a union? Please provide the latest CBA with a current seniority list.

**Answer 54:** See q/a #40.

**Question 58:** Are the current employee's drivers, dispatchers, maintenance staff, etc. part of a workers Union? If so can you please identify the union and the local, and provide a copy of Collective Bargaining Agreement, with employee seniority list, current compensation and Anniversary date?

**Answer 58:** See q/a #40. The CBA provides the information in this regard that is available to County. The maintenance staff are County employees and are not a party to the CBA.

**Question 59:** Can you please provide current Lake County Transportation Services staff both operations and administrative schedule, with current salary and current benefit levels?

**Answer 59:** See q/a #40 for available information regarding vendor operating personnel.

**Question 61:** Can you please provide a list of the current technology that is present in the existing fleet?

**Answer 61:** Please see q/a #50 above

**Question 62:** Are Dispatchers and Schedulers Union?

**Answer 62:** See q/a #58 above

**Question 66:** What is the monthly maintenance fee for 800 megahertz radios system, and who is responsible for cost? Is there a per unit lease or air time charge as well as the maintenance fee?

**Answer 66:** The County's 800 megahertz radio system is not used within the Public Transportation system. The current operator uses Nextel radios.

**Question 67:** What is the current on time performance?

**Answer 67:** Please see the response to #37.

**Question 69:** Can you please provide sample of Service Reports?

**Answer 69:** The Scope of Work provides the overall reporting requirements. A sample copy of daily operational report has been placed on the County webpage for this purchase as a separate download document for general information.

**Question 70:** Does the Contractor have any responsibility to sell on Board Fares, tickets or ticket books?

**Answer 70:** Yes.

**Question 71:** Can you please provide a staff level for current Road Supervisors, and the expectation of service hours they should be in the field?

**Answer 71:** Requirements in this regard are as indicated in the Scope of Work. See other related questions 114 and 149 in this regard.

**Question 74:** Can you clarify and confirm revenue hours and miles that our cost proposal should be based on?

**Answer 74:** As stated in previous questions, the information included on page 7 of the Scope of Work represents the best available historical data for vendor consideration.

**Question 75:** Please provide the annual revenue miles, hours and trips for each service for each year for the last 5 years.

**Answer 75:** The quantities expressed in the Scope of Services, Page 7, provide this information.

**Question 76:** What type MDT's, AVL and radios will Lake County Provide? If the Contractor is being responsible for the repair, maintenance and replacement of this hardware please provide a 12 month history of these expenses.

**Answer 76:** See q/a # 50. Unless damaged at the fault of the vendor as described in q/a # 64, the County will provide and maintain the MDT's and AVL's. Provision and maintenance of the two way radio system is a vendor responsibility as stated in the Scope of Work.

**Question 77:** Please describe the Medical Transportation Service and Non-Emergency Stretcher Transportation with more detail?

**Answer 77:** Answers are individually provided below:

- a. How far in advance will same day trips be booked?

Medicaid guidelines must be adhered to. The County has allowed same day trips when a vehicle is available to provide the trip.

- b. What are the average miles per trip with the stops?

10.3 Revenue miles per trip.

- c. How long is allowed for each trip, and how much time is allowed for drops?

Medicaid guidelines and Transportation Disadvantaged Service Plan (TDSP) requirements must be adhered to. A copy of the TDSP is available at the following link:

[http://www.lakesumtermmpo.com/pdfs/tdsp/lake\\_tdsp\\_may\\_2012.pdf](http://www.lakesumtermmpo.com/pdfs/tdsp/lake_tdsp_may_2012.pdf)

**Question 78:** In order to better meet your training expectations, please provide the required minimum number of number of training hours for new employees:

How many hours of classroom?

How many hours of one on one BTW Training?

How many hours of in-service training, riding routes, if applicable?

**Answer 78:** We consider it appropriate to anticipate that the responding vendors will describe their approach in this regard within their proposal.

**Question 79:** Please clarify who is responsible for daily scheduling. Are the driver start times for each route set on a fixed schedule for each day's service? At what time will schedules be available for review by contractor each evening?

**Answer 79:** The awarded vendor will be responsible for scheduling of all driver operations for paratransit service. Operational parameters for Fixed Route service are established by the County. Scheduling of drivers for such fixed route service is the responsibility of the vendor.

**Question 80:** Fare Collection Procedures can you please provide a breakout of Cash Fares Collected by the current Contractor for the last five years?

**Answer 80:** The following chart provides the requested information:

Year	Paratransit	Fixed Route	Total
2008	\$ 100,000.00	\$ 67,452.73	\$ 167,452.73
2009	136,478.85	67,318.85	203,797.70
2010	134,137.37	104,209.81	238,347.18
2011	136,774.31	124,276.31	261,050.62
2012	128,336.00	164,001.02	292,337.02
<b>Total</b>	<b>\$ 635,726.53</b>	<b>\$ 527,258.72</b>	<b>\$ 1,162,985.25</b>

**Question 81:** Please provide a history by month, over the last 12 months, of the number and cost of liquidated damages for late vehicles, Missed trips, Complaints, and Documentation failures. If these are new standards, please provide the historic number of these incidents.

**Answer 81:** Please see response to q/a #24.

**Question 82:** Does Lake County provide the T-1 line for Route Match?

**Answer 82:** The County provides a T-1 line for Route Match but the operating vendor pays the current monthly cost of the line at \$299.00.

**Question 83:** How many work stations are provided for Route Match?

**Answer 83:** The County provides 9 computer works stations to the incumbent.

**Question 84:** What type of printer is provided, and is Lake County or Contractor responsible for maintenance, supplies, toner etc.

**Answer 84:** The vendor will be responsible for all office equipment and related consumables/service for office equipment located within their own facilities.

**Question 85:** What type/number of phone lines or phone system, other than the T-1, are supplied by Lake County for the operation of the system?

**Answer 85:** The awarded vendor is expected to provide the communication system to be used to provide services under this agreement. See q/a #82 above.

**Question 87:** Please provide the following information, for the last 12 months, by month, for each of the 3 services, Paratransit, Fixed Route, Transportation Disadvantage Services, Non-Emergency Stretcher Transportation and Medicaid Non-Emergency Medical Transportation

- Total Miles
- Gate to Gate miles (may be same as above).
- Miles First Pick up to Last Drop.
- Gate to Gate Hours
- First Pick to Last Drop hours (excluding 1 hr breaks) as specified for revenue service in Section Twelve (below).
- Number of trips (specify if cancellations and no-shows are included or excluded)
- Number of cancellations and no-shows

**Answer 87:** The readily available information in this regard is currently provided in the Scope of Services Page 7. Vendors are advised that no-shows and cancellations are not included in the total trip counts.

**Question 88:** Please provide a Route Match daily operations report indicating the scheduled hours of service by hour of day for each day of the week. This report indicates the number of vehicles/routes on the road at any given time of day, and the number of trips picked up during that period.

**Answer 88:** The following reports, which provide the readily available information in this regard, have been placed on the County webpage for this purchase as a separate download document for general information.

- Productivity by Funding Source for 3/1/13
- Productivity by Funding Source for 3/1/13 – 3/31/13
- Trip Count Report 3/1/13

**Question 89:** Please provide invoices from the current provider for the last 12 months, by month, for each of the services, Lake County Paratransit, Fixed Route, and Out of County Medical Assistance Services.

**Answer 89:** See response to q/a # 39

**Question 90:** What is the current wage scale for Drivers, Mechanics and Staff positions required to provide these services?

**Answer 90:** CBA has been provided as stated in previous responses in this regard

**Question 92:** Can you please provide a copy of Lake County Vehicle signage requirements and policy?

**Answer 92:** Vehicle signage will be handled by the County.

**Question 93:** Page 12, Please provide call volume both daily and annually that Reservationist takes?

**Answer 93:** Please see q/a #.45.

**Question 94:** Page 27 Operations, please provide addresses to all current offices and maintenance facilities currently being used to service the existing Contract?

**Answer 94:** The County will provide maintenance at 20415 Independence Boulevard, Groveland.

**Question 95:** Please clarify what facilities/offices that the Contractor will be responsible for and what Lake County will provide?

**Answer 95:** The Contractor is responsible for providing a local office for the operations of the service. The County will provide a maintenance facility as well as the location for the fixed route buses to be parked at 2440 US 27/441 Fruitland Park. The Contractor has the option of using the parking lot at 2300 Griffin Road for the parking of the partransit vehicles or those vehicles can be parked at the Contractor's operation facility. The Contractor may also use the Asatula landfill area and the Groveland maintenance facility to park vehicles that serve those areas.

**Question 96:** Is the Contractor responsible for providing parking and storage for all revenue and non-revenue vehicles?

**Answer 96:** Please see the response to 95.

**Question 97:** Page 48, please provide a copy of Lake County's Safety Program Plan?

**Answer 97:** The Systems Safety Program Plan (SSPP) is provided as a separate download document on the County webpage for this purchase as a separate download document for general information.

**Question 99:** We would like to request an extension for the date submission of our Proposal from April 17 to April 26, 2013?

**Answer 99:** The due date was already extended to April 26<sup>th</sup> via addendum 2. Given the wide range of information provided with this addendum 3, the due date is hereby extended again to May 1, 2013.

**Question 100:** On page 25 there is an option to provide a Case Worker. How should we include this on price pages?

**Answer 100:** See existing associated line item on the pricing tables.

**Question 101:** Please provide a written narrative description of the logistics of pullout and pull-in, please provide a list operation locations?

**Answer 101:** See operating location data provided in q/a # 95. The logistics associated with the pull out/ pull in function will be determined by the selected vendor based on parking location(s), the service hours dictated by the County, and the service needs of the clients.

**Question 102:** Please provide the last three years of Liquidated Damages paid by the Current Contractor?

**Answer 102:** See previous responses to q/a #24.

**Question 103:** Effective 2014, the Affordable Health Care Act will incur significant costs to contractors in the area of personnel benefits. Since its signing into law in 2010, the Act has had little



impact on bid pricing, and many contractors have chosen to disregard the cost implications of this act in price proposals. While we consistently budget these costs in our operations, our company has been challenged in procurements when competing against those companies whose price has been artificially lowered by failure to comply with the provisions of this law. In an effort to ensure compliance with the Affordable Health Care Act, we respectfully request Lake County takes one of the following actions:

- Mandate that all bidders comply (in both technical and price proposals) with the provisions of this act effective January 2014, and submit official certification of compliance; and / or
- Provide benchmark costs per employee for healthcare obtained through the Affordable Health Care Act; thus ensuring that all bidders are using the same per person costs when projecting participation levels and overall cost relative to benefits; or
- Provide adequate assurances that Lake County will open contract negotiations at the time that this Act impacts employers (and not before); thus allowing bidders to submit price proposals based on the current costs of doing business, with this Act not yet set into law.

**Answer 103:** As the full impact of this Act cannot be determined at this time, the County anticipates responding vendors will base their proposals on current conditions. If a vendor can evidence a significant impact over the course of time that in fact impacts on performance costs given consideration of all then-current factors, the County will “open contract negotiations”.

**Question 104:** The current service requires a LEVEL 2 background screen for all safety sensitive employees. Please indicate if this will be a requirement under this contract and the cost associated with this level of screening.

**Answer 104:** Yes, this will be a mandatory requirement under this contract and the contractor will be responsible for the cost associated with the screening. The cost for a Level II screen incurred by the current vendor is estimated at \$35 to \$45 per screen.

**Question 105:** How many parking spaces will be available to the Contractor at the new maintenance facility in Groveland?

**Answer 105:** Up to 10 spaces will be available at the location in Groveland. If there is a need for more spaces the contractor should identify that number.

**Question 106:** Please indicate whether the contractor will have to use additional facilities at their own expense that will provide parking for some of the vehicles.

**Answer 106:** Available parking locations are identified in q/a #95.

**Question 107:** Currently not all of our drivers have CDLs. Please confirm all drivers are required to have CDLs under this RFP.

**Answer 107:** Page 9 of the Scope states: Employee Qualifications Program – The Contractor shall list the qualifications and minimum employee standards for each operational position including CDL Class Requirements, criminal record standards, driver’s license points, minimum driver age, and language barriers.

**Question 108:** We are under a Union agreement with the USW Local 255. Please confirm section 5333(b) is applicable to this contract.

**Answer 108:** Yes, it is applicable.

**Question 109:** Currently we have low turnover at our operations. The RFP indicates an overall turnover at 25%. Please confirm the overall turnover rate.

**Answer 109:** The County has established a goal of having no more than twenty-five percent (25%) annual turnover of drivers, reservationists and dispatch assistants, and no more than fifteen percent

(15%) annual turnover of schedulers, dispatchers and road supervisor. If a higher turnover rate is documented for a period of more than six (6) months, the County reserves the right to require the Contractor to make changes to bring the turnover rate in-line with these standards

**Question 110:** The RFP indicates that the Paratransit services operate the same hours as the fixed route services. We currently start service as early as 4:10 AM to 7:20 PM to provide Paratransit services based on location and client needs. Please confirm bidders should schedule according to service needs.

**Answer 110:** Yes, vendors should schedule based on service needs.

**Question 111:** If a facility is added by the County that increases the time of leaving and pick-up of the passengers, will the County allow for a rate increase to account for the additional cost? We understand there are plans for a maintenance facility in Groveland where the vehicles will be parked. It is currently about 20 miles from our current location and the proposed Groveland location will increase the deadhead time for services.

**Answer 111:** Vendors are to propose based on maintenance being provided at the Groveland facility. Also see response to q/a #105.

**Question 112:** Will the County have the park out location in Astatula? The County currently provides park-out there, which is approximately 20 miles away from our current facility to minimize deadhead. Will the park-out locations be required as part of the new RFP?

**Answer 112:** See response to q/a #95.

**Question 113:** Please indicate if the County will be responsible for repair, maintenance, airtime charge, and replacement of the Galaxy tablets.

**Answer 113:** The County will be responsible for the repair, maintenance and airtime charge for the Galaxy Tablets. The County will replace have a replacement plan for the Tablets. Any Tablet damaged, lost or if it is stolen while in the custody of the Contractor, the Contractor shall be responsible for its replacement.

**Question 114:** In order to price and develop a staffing plan for the fixed route service, please indicate if all bidders should include a third road supervisor in their price for the fixed route service in South Lake. If no, will the County make an adjustment to the pricing when the service starts and the additional road supervisor is needed? Please confirm a separate road supervisor will be required for the paratransit services. Under the current contract two are required for the entire service.

**Answer 114:** Initial proposals should be based on current conditions. Additional services may require additional staffing, and it is anticipated that additional services will provide the additional revenue needed to support those services to include any additional road supervisor requirements. Please note that the Scope of Work (pages 11 and 12) requires fielding at all times of operation of at least two road supervisors for fixed route services, and one road supervisor dedicated to paratransit services.

**Question 115:** Under the current contract MVRs are done once a year. Please confirm MVRs will be required to be done twice a year under the current solicitation.

**Answer 115:** Under the driver records provision that is correct.

**Question 116:** We currently use Nextels as a two way radio communication system. Please confirm that all bidders should propose a two-way radio base station system vs. Nextels in their bid.

**Answer 116:** Direction in this regard is provided on page 28 of the Scope of Work under the heading "Communications".

**Question 117:** Currently, our company installs Drive Cam (an event triggered device that records sudden stops, aggressive turning, or an accident) on the vehicles to manage unsafe driving habits and minimize accidents. Would the County object to the continued use of Drive CAM on the vehicles?

**Answer 117:** The County will have camera's installed in the buses which can be used to monitor aggressive driving and accidents. The Drive CAM may be installed without any expense to the County.

**Question 118:** Currently, reservations are not done on the weekends. Please confirm reservations must be taken on the weekends.

**Answer 118:** The scope states: Contractor must accept reservations for paratransit service Monday through Friday from 8:00 a.m. to 5:00 p.m. Contractor must have a system in place for ADA clients to schedule next day trips (including weekends). The Contractor must have a system in place to accommodate ADA requests for Monday service.

**Question 119:** The RFP indicates that there will be no subcontracting of services. With a 14.6% DBE, will the County consider allowing subcontracting or reducing the DBE%?

**Answer 119:** The County did not intend, and nor does the RFP state, that there would be no subcontracting of services.

**Question 120:** Currently, tolls roads are used to perform out of County trips to Tampa, Miami, Gainesville, Orlando, and Kissimmee. Does the County have a reduced toll program to minimize the cost of tolls paid for out of County trips?

**Answer 120:** No, the county pays the same rates as all other users of the expressway system. You may consider the use of Sunpass as a cost saving measure for traveling on the toll roads.

**Question 121:** Please indicate whether the integration of the phone system to Route Match for IVR capability a required feature of the phone system. Currently, IVR is not provided in the current service.

**Answer 121:** The Scope of Work, page 69, states: "The system shall be capable of allowing the use of Interactive Voice Response (IVR) to allow for callers to use an automated system to request trips, cancel trips and/or access trip information within the Route Match". Vendors are encouraged to advise the County, within their cost proposal, whether this requirement constitutes a significant expense.

**Question 122:** Please indicate if a performance or bid bond is required. If yes, please indicate the amount for each type of bond.

**Answer 122:** No bond required as currently stated in the RFP.

**Question 123:** The pricing section of the RFP only provides for one year of pricing. The Operator agreement requires 3. Please confirm that bidders should use the pricing section form for years 1 thru 3.

**Answer 123:** As currently stated in Section 1.5 of the RFP, the pricing tables provide for initial pricing for year one. Following year periods allow for annual adjustments from the year one values.

**Question 124:** Please indicate if the County will provide a bus washing area under the new contract. With the contractor facility located in a separate area from the County provided maintenance area additional costs are incurred to maintain the vehicle cleaning and washing requirements.

**Answer 124:** The vendor is responsible for washing the vehicles. Please see responses to q/a 11 and 144. At this time, the County does not provide a washing facility for this function.

**Question 125:** We currently provide services on Saturdays and Sundays. The RFP indicates only Monday to Friday. Please confirm Saturday and Sundays services will be required under the RFP.

**Answer 125:** Yes, Saturday and Sunday Services are required for Medicaid related services such as

hospital discharges, and Saturday for dialysis clients who are on the Tuesday, Thursday and Saturday schedules. There is a request before the Transportation Disadvantaged Coordinating Board (LCB) to **consider** Prescribed Pediatric Extended Care (PPEC) services on Saturdays.

**Question 126:** Is it permissible to use DBE sub-contracted transportation providers to meet the 14.6% DBE goal? Since the DBE requirement is not currently part of the contract and the county provides both fuel and maintenance, what other cost components do the County feel would be most accommodating to this 14.6% goal?

**Answer 126:** It is permissible to use DBE subcontractors to assist towards meeting the stated DBE goal. We consider it appropriate to anticipate that the responding vendors will describe their approach in this regard within their proposal.

**Question 127:** Is the county providing any office space for Contractor operations (dispatch, reservations, etc.) or just parking and maintenance facilities? What personnel are currently housed at the contractor's office?

**Answer 127:** The County is providing for the maintenance facility and function, and is also making parking facilities available for the transit fleet as indicated in q/a 95, 105 and 150.

**Question 128:** Is the County's two-way radio system available for use in this operation? Is the current Nextel direct connect coverage adequate?

**Answer 128:** See response to q/a #116. The County does not currently have a two-way communication system available for the transit system. The current Nextel direct connect coverage has areas where service is not available.

**Question 129:** Will the contractor be responsible for all Medicaid trip in and out of the county? What is the longest trip that the county anticipates the contractor providing?

**Answer 129:** Yes, the Contractor will be responsible for all Medicaid trips in and out of the County. The longest trip is hard to predict, the current operator has gone as far as Miami. We had been put on notice on two occasions by ACHA about trips to Texas, but things worked out that we did not have to provide those trips.

**Question 130:** How does the County envision the impending MCO regionalization affecting the volume of trips in the contract?

**Answer 130:** The County will be taking every step possible to contract with the Brokerage that is selected to serve our region to be the transportation provider in order to continue to provide the Medicaid Non-Emergency trips.

**Question 131:** Regarding Addendum #1, Question #15: A bidder asked how many non-revenue support vehicles are provided by the current contractor. The County answered the questions regarding the number of support vehicles, but it was unclear whether these vehicles are provided by the current contractor or the County. Can you clarify?

**Answer 131:** The County provides two Chevy sedans to be used by fixed route drivers during relief or other county business, the county may consider up to three), and the county provides two paratransit buses for Fixed Road Supervisors.

**Question 132:** Could the County please provide:

- 3 months recent invoices from incumbent contractor

- 3 months recent operating reports from incumbent contractor

- Organization chart of incumbent contractor showing FTE's for schedulers, dispatchers, etc.

Pay rates and benefits provided to incumbent contractors drivers.

**Answer 132:** See response to q/a #39 and #41. In addition, a separate downloadable file containing three months of operating reports has been included on the County webpage for this action for general information. The County does not have the organizational chart of incumbent contractor showing FTE's for schedulers, dispatchers, etc, nor the pay rates and benefits provided to incumbent contractors drivers.

**Question 133:** Page 9, B. Proposal Guidelines the requirement states that the pages shall be numbered sequentially by section. Does that mean you would like each section numbered separately – each starting at page 1?

**Answer 133:** That would be our preference, but be aware that use of any clear numbering scheme may be accepted by the County.

**Question 134:** Page 11, D. Price Proposal Section, Tab 1 asks to “include a copy of a fully completed and signed RFP to include fully executed certifications required within attachments B.1, B.2, B.3”. Would you like us to include the entire RFP in this section or just the executed forms?

**Answer 134:** The entire RFP, pages 1 through 27

**Question 135:** Page 1 of the RFP has the following statement: Vendors shall complete and return the entirety of this RFP, and attach all other information requested in this RFP (see Provision 1.13). Please clarify. Is Lake County asking that respondents attach full copies of the RFP and attachments to submitted proposals? If so, must every copy of the proposal have a full RFP and attachments document attached to it?

**Answer 135:** See response to 134 above.

**Question 136:** How are addenda released? How are potential offerors notified of addenda release?

**Answer 136:** Addenda are posted to the County website with automated notice of the addendum provided to all vendors registered with the County for the commodity codes associated with the purchase as noted on the County webpage for the specific solicitation.

**Question 137:** For economic and environmental purposes, may the proposal be printed double-sided?

**Answer 137:** Yes

**Question 138:** Item nine of the Submittal Requirements in Attachment 4: Scope of Work (also referenced on page 31) asks for a single table that:

- a) demonstrates our awareness and understanding of the standards
- b) strategies for meeting the standards, and
- c) measures we would use to gauge our progress towards meeting the standards

We offer that these criteria, as stated, do not lend themselves to simple graphic representation, especially when combined into a single visual aid. We ask that this requirement be omitted or greatly clarified.

**Answer 138:** Vendor may respond to these requirements in any logical and clear format.

**Question 139:** Item ten of the Submittal Requirements in Attachment 4: Scope of Work asks us to list ALL technology hardware and software the contractor would use for delivering services and managing operations. We ask that you narrow the scope of this request.

**Answer 139:** In the scope a list of the technology which the County is providing has been outlined. We are asking if there is any additional technology which the Contractor will be using to complement what the County has or to provide a more efficient service.

**Question 140:** Are the margins guidelines on RFP page nine absolutes or minimums? For the sake of binding the proposals, may we increase the sizes to 1.3” and 1.25”?

**Answer 140:** As the phrase “at least” is currently stated in the governing RFP Section,, it is hereby confirmed that a responding vendor may increase the sizes to 1.3” and 1.25”.

**Question 141:** Section 3.9 on page 21 of the RFP states that “The proposer should not submit any information in response to this RFP which the proposer considers proprietary or confidential. The submission of any information to the County in connection with this solicitation shall be deemed conclusively to be a waiver from release of the submitted information unless such information is exempt or confidential under the Public Records Act.” The RFP expressly requests a full copy of our Driver’s Manual which is proprietary material and not meant for public release. We ask that this requirement be removed.

**Answer 141:** The general content of the vendor’s Driver’s Manual will be an important tool for evaluation. We recommend that any responding vendor in this situation provide a redacted or summary version that provides what the vendor considers to be sufficient information to support adequate evaluation, but does not contain proprietary information.

**Question 142:** Our candidate for general manager has years of experience with Trapeze and InfoManager, which are both more robust and dynamic software than RouteMatch and Crystal Reports. If they receive full training in RouteMatch and Crystal Reports during the time between notice-to-proceed and service start-up, would you consider them a truly viable candidate?

**Answer 142:** Yes.

**Question 143:** Please clarify Price Page expectations, the price page for in the RFP Section 4, page 25, is only for one year annual amount, should our price reflect one year or the entire Contract Term? If our pricing should only reflect one year, how will future price increases be determined do our price need to be fixed for the Contract term or do we assume CPI increases each year?

**Answer 143:** See responses to q/a #123.

**Question 144:** Can we wash vehicles at the locations were they are parked?

**Answer 144:** The vendor may wash the vehicles at any location as long as the manner of washing complies with all applicable ordinance, policies and regulatory guidelines.

**Question 145:** Will we Contractor have office space at all County maintenance facilities?

**Answer 145:** Drivers will have access to the break room at the new Fruitland Park location at 2420 US 441/27 Fruitland Park.

**Question 146:** Who is responsible to provide gurneys for the stretcher vehicles?

**Answer 146:** See response to q/a #8.

**Question 147:** The Non-Revenue Vehicle Hours for the Lake County Connection as shown on page 7 of the Scope of Service do not include the additional time the proposed move of the maintenance facility would require. Would you please make sure the other bidders are also aware that the new location would require additional payroll hours to cover?

**Answer 147:** All bidders should be aware of the distance that has to be traveled for maintenance related services. Please be aware of the vehicle parking locations and the maintenance facility location in Groveland.

**Question 148:** Please confirm that the contractor will not be paid for no-shows.

**Answer 148:** The Contractor will not be paid for no-shows.

**Question 149:** Based on the RFP requirements, 6 full-time road supervisors will be required to cover the shifts during all hours of operation. Please confirm all bidders should develop their cost proposal based on the road supervisor requirements in the RFP.

**Answer 149:** As stated in the response to q/a #114, please note that the Scope of Work (pages 11 and 12) requires fielding at all times of operation of at least two road supervisors for fixed route services, and one road supervisor dedicated to paratransit services. Vendor proposals must provide for the requirements stated in the scope of Work.

**Question 150:** Please indicate how many revenue vehicle parking spaces will be available for the new proposed Groveland maintenance facility, Fruitland Park, Astatula and Leesburg (Griffin Rd.)

**Answer 150:** See previous responses in this regard. Up to 10 spaces will be available at the location in Groveland. If there is a need for more spaces the contractor should identify that number. 15 Fixed Route spaces will be available in Fruitland Park. Up to 20 spaces will be available in Astatula and 40 spaces will be available on Griffin Road.

Firm Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Typed/Printed Name: \_\_\_\_\_